

**SAFETY***It is our highest concern.***INTEGRITY** *We abide by the highest ethical standards.***QUALITY** *Our service is mission critical to our clients.***TEAMWORK***It is how we operate.***INNOVATION** *We deliver creative solutions for our clients.***FAMILY** *It is our foundation; it is who we are.*

A NEWSLETTER FOR  
EMPLOYEES & FRIENDS OF  
**WRIGHT TREE SERVICE**

FALL 2012

# Our family tree

## Bringing Safety Home

By Rocky Palmer, HR & Risk Manager

I believe Wright Tree Service has one of the best safety programs in the industry. Each day, we come to work with safety on our minds. We put on our personal protective equipment (PPE), check our equipment and look out for one another. We routinely audit our efforts and reinforce the practice of safety. And, we have a good safety record (but it can always be better). We put a strong emphasis on safety each and every day at work, but how do we incorporate safety into our lives at home?

A couple of years ago we conducted a safety culture survey. Of the many responses we received, one in particular stood out to me. When asked to respond to the statement "I use what I learn at work to improve safety at home," we found that 46 percent of our employees responded negatively; they did not use what they learned at work to improve safety in their homes. At first I did not understand the far-reaching impact of these responses, but now I do, and I hope you will understand, too.

It's no secret that our industry has a young work force. All of you have families, and many of you have children. Recently, I had the opportunity to put a child in a new highchair, equipped with a seat belt. At first I thought a seat belt on a highchair was ridiculous – they didn't have those when I had young children. But after hooking it up

and watching the child – my grandson, it was clear that he could slip under the tray or flip over the side if not secured in the seat. I'm now a believer and would not put a child in a highchair without a seat belt.

There are many more examples of how we can take safety to a new level in our homes. I recently received an email with a video of a motivational speaker. The video begins with the speaker being led to a podium by his guide dog and telling the audience that he used to be a chemical factory worker. For nearly 20 years, he used his PPE, including safety glasses. His belief was that since they required them at work, he would follow the rules, but once off work, he would not need them. He explained that one day, a simple miscommunication with his son changed his life. While hunting together, the man ended up directly in the line of fire of his son's shot gun, and he was blinded. At the hospital, he asked the surgeon whether or not safety glasses would have made a difference. Without hesitation, the doctor said that the use of appropriate safety glasses would have saved his sight.

Safety should not only be followed during business hours but also taken home with you each and every day. Safety is a way of life. I hope the next time we conduct the safety culture survey, many more employees will answer they "highly agree" that they use what they learn at work to improve safety at home. I know I will.

P.S. If you'd like to see the video, scan the QR code on your smartphone.



## SHARING CHAINSAW SAFETY

An Ameren Illinois safety specialist wrote a note to Safety Manager Jim Lorrigan thanking him for a presentation given by two Wright Tree Service safety supervisors on chainsaw safety this summer. Safety Supervisors Marty Pingel and Ben Isbell gave the presentation to an entire Ameren Illinois division. "It was a very good presentation, and I received a lot of good feedback," he said. "They did a great job and took a significant amount of time out of their busy schedules. Again, I appreciate having them with us and look forward to opportunities in the future to do this again."

On October 9, Project Manager Ken Venzke and Safety Supervisor Ben Isbell, both ISA Certified Arborists and Utility Specialists in the Minnkota Division, gave a training presentation on power chainsaw safety to novice chainsaw operators, homeowners, hunters and others who occasionally operate a chainsaw. Venzke and Isbell also talked about the history of chainsaws, common safety features, safe operating techniques and common mistakes made by inexperienced chainsaw operators.

◀ Ben and Ken



## ON THE MOVE

**Congratulations to the following employees who were recently appointed, promoted or certified!**

### NEW GENERAL FOREMEN

- ▶ David Aguilar, Southwest Division
- ▶ Raul Alvarez, Lone Star Division
- ▶ Rolando Bautista, Lone Star Division
- ▶ Eloy Cabrera, Southwest Division
- ▶ Sie Camacho, Lone Star Division
- ▶ Mike Clark, Southwest Division
- ▶ Miguel Duarte, Division 45
- ▶ Steve Gilliam, Southeast Division
- ▶ Michael Hernandez, Lone Star Division
- ▶ Marvin Johnston, Southwest Division
- ▶ Chris Lenhardt, Central Division
- ▶ Lucas Loftin, Central Division
- ▶ Gumecindo Lopez, Division 45
- ▶ Joel Lopez, Lone Star Division
- ▶ Chris Lorenz, North Division
- ▶ Fred Parker, Division 45
- ▶ John Pentecost, Mountain States Division
- ▶ Jaime Reyna, Lone Star Division
- ▶ Oscar Rodriguez, Lone Star Division
- ▶ Jeramie Socey, Pacific Division
- ▶ Jose Suarez, Lone Star Division
- ▶ Shane Tennison, Pacific Division
- ▶ Gavin Thompson, Pacific Division
- ▶ Brandon Vankirk, Division 45
- ▶ Santos Velazquez, Southwest Division
- ▶ Brian Walker, Southeast Division
- ▶ Joe Wewer, North Division

Anel Rivera had a rough day on the job as a volunteer for Officer James Karp of the Iowa State Patrol, who led a session on reasonable suspicion drug testing. Thanks for being such a good sport, Anel! ▶

### NEW WORKPLANNER

- ▶ Vinnie Pavcovich, Division 45

### NEW PROJECT MANAGERS

- ▶ Rob Bellew, North Division
- ▶ Jon Cates, Southwest Division
- ▶ Rick Clendenny, North Division
- ▶ Benny Forsythe, Pacific Division
- ▶ Martin Sandoval, Lone Star Division

### NEW DIVISION SUPERVISORS

- ▶ Cory Edwards, Central Division
- ▶ Shawn Huff, Southwest Division
- ▶ Afton Stanko, Southwest Division

### NEW DIVISION MANAGER

- ▶ Jeff East, Southeast Division

### MOVIN' IN THE HOME OFFICE

- ▶ Pam Cherry, Risk Compliance Administrator
- ▶ Michael Foley, Chief Information Officer
- ▶ Becky Jordan, Risk Team Lead/Senior Claims Administrator
- ▶ Jessica King, Payroll and Billing Assistant Supervisor
- ▶ Sarah Streeter, HR Team Lead/Employment/Labor Law Administrator
- ▶ Becky Widen, Payroll and Billing Data Administrator

### NEW TCIA CERTIFIED TREECARE SAFETY PROFESSIONAL

- ▶ Earl Simmons, Safety Supervisor, Division 45

### NEW CERTIFIED ARBORISTS

- ▶ Tim Briggs, General Foreman, Division 45
- ▶ Chad Fox, General Foreman, Division 45
- ▶ Matt Graves, Foreman, Minnkota Division
- ▶ Dave Horn, Foreman, Minnkota Division
- ▶ Bob Kirby, Project Manager, Division 45
- ▶ Lucas Loftin, General Foreman, Central Division
- ▶ Kyle Maupin, Foreman, Central Division
- ▶ Travis Platt, General Foreman, Central Division
- ▶ Aaron Still, General Foreman, Pacific Division

### NEW CERTIFIED TREE WORKER CLIMBER SPECIALIST

- ▶ Nicolas Rodriguez Casillas, Foreman, Mountain Division



## GENERAL FOREMAN SCHOOL

**General Foreman School was held in July. Congratulations to all participants!**

(Left to Right) Back: Ray Wolken (Central), Nathan Carlisle (45), Ron Horn (North), Joseph Singley (Southeast), Scot Lay (North), Aaron Still (Pacific), Michael Hernandez (Lone Star) Front: Brandon Vankirk (Indy), Lance Clements (Southwest), Anel Rivera (Indy), Shane Tennison (Pacific), Billy Rex (Southwest), Jorge Lopez (Lone Star), Cory Kobernick (45), Lucas Loftin (Central)





## TURKEY SAFETY CHALLENGE

**Congratulations to the 123 General Foremen listed below and their crews for successfully completing the Turkey Safety Challenge October 10 – 28.** That's almost 92 percent of all Wright Tree Service General Foremen and crews! We'd also like to give a special recognition to Divisions 20, 30, 40 and 60 who completed the challenge with zero disqualifying events!

**CENTRAL DIVISION (10)** • Roderick Breakfield • Travis Platt (Acting Project Manager) • Mitch Frye (Project Manager) • Kevin Hough • Jerry Hoyt • Chris Lenhardt • Lucas Loftin • Brandon Magee • William J McDowall III • Adrian Oliver (Acting General Foreman) • Steve Olson • Ray Wolken • Daniel Williams • Thomas Wipf

**NORTH DIVISION (20)** • Rob Bellew (Project Manager) • Jason Bryant • Cesar Bustos • Rick Clendenny (Project Manager) • Nick Ditta • Jeff Gilmore • Phil Heinz (Division Manager) • Gary Higgins • Bryon Honea • Ron Horn • Sam Hott • Scot Lay • Jacob Lewis • Chris Lorenz • Brett McCully • Tracey Mibbs • Brad Moreland • Don Parrish • Dale Pewitt • Marty Pingel (Safety Supervisor) • Dale Stout • Joe Wewer

**DIVISION 25** • Steve Ford • Brandon Vankirk

**MOUNTAIN STATES DIVISION (30)** • Glen Crabtree • CJ Feay • Jarrod Johns • John Pentecost • Jaime Flores Rocha • Kirk Schuster (Division Manager) • James Swisher • Joe Weldon (Project Manager)

**PACIFIC DIVISION (35)** • Jeramie Socey • Aaron Still • Shane Tennison • Gavin Thompson • Shawn Woody (Acting General Foreman)

**SOUTHEAST DIVISION (40)** • Jeff East (Division Manager) • Steve Gilliam • Clifton Buster James • Joe Singley • Aaron Swallow • Brian Walker

**DIVISION 45** • Ever Acosta • Tim Baker • James Bannister • Tim Briggs • Nathan Carlisle • Alvin Cousino (Acting General Foreman) • Miguel Duarte • Ben Harper • John Huizenga • Fred Parker • Mark Pitt • Chris Poling • Anel Rivera • Dan L. Smith (Project Manager) • Terry Southerland

**SOUTHWEST DIVISION (50)** • Thomas Acker • David Aguilar • Nick Antonini • Rolando Bautista • Michael Blain • Larry Bryant • Jon Cates (Project Manager) • Stephen Clements • Curt Cline • Arthur Colbert • Rafael Garcia • Gumecindo Lopez Jr • Scott Ogden • Jackie Pendergrass (Acting General Foreman) • Wayne Pinkly • Jaime A Reyna • Jeff Rhodes • Jeremy Shrum • David Trevino • J Santos Velazquez • Jason Yelton • Eloy Zapata

**LONESTAR DIVISION (60)** • Santos Aguilera • Fidel Alvarez • Raul Alvarez • Tim Bingaman (Division Manager) • Mike Clark • Kenneth Collins • Romeo Correa (Safety Supervisor) • Ken Draper (Project Manager) • Juan Gonzalez (Project Manager) • Joel Guitz • Imber Hernandez • Jose Hernandez • Michael Hernandez • Reymundo Hernandez • Benito Huerta • Billy Jackson • Jerry Ledet (Division Supervisor) • Joel Lopez • Jorge Lopez • Jose Lopez • Antonio Morales • Riley O'Quinn • Donaldo Ortega • Jesus Ortiz • Thomas Plummer (Acting General Foreman) • Rigoberto Reveles • Gustavo Rodriguez • Oscar Rodriguez • Oscar Salmeron • Martin Sandoval (Project Manager) • Ross Self • Jose A Suarez • Carlos Hernandez Ventura • Milton Ventura (Project Manager) • Rudis Ventura • Tim Wright (Project Manager)

**MINNKOTA DIVISION (70)** • James Bock • Marty Campbell • Herb Coy • Michael Harris • Jim Engelke • Wayne Fancher • Nick Fox • Tim Hanson (Project Manager) • Jeff Harris • Dan Hawker • Bob Lien (Project Manager) • Bill Schumal • Scott Schweisthal • Ira Signalness • Gene Weiss

## From the Treetop



*This past May marked my 30th year with Wright Tree Service. When I started as a Groundman in Omaha, I thought it would be a great summer job. I had no idea I would end up making a career out of it. I've seen many changes in 30 years, but what hasn't changed is our company's commitment to healthy growth, safety and professionalism.*

*When I received my first company newsletter, I distinctly remember reading how we were growing. We were up to around 340 employees in 14 states. Today we have about 2,400 employees in more than 30 states, and we continue to grow. It is not uncommon for me to visit our worksites across the country and come across crew members who were born when I was working with their dads. We were a family company back then, and even after so much growth and the transition to an employee-owned company in 2002, we continue to operate with family values in mind.*

*One summer, Wright Tree Service introduced saw chaps to all of our crews. I was so proud to have new gear, I wore them most of the day. At the end of the third day, my Foreman told me to "get those silly things off." Now it is second nature to get in a car and put on a seat belt, get out of a truck and grab a hard hat and safety glasses, and put on chaps when you take out the ground saw. We have always been a leader in safety, but this is more true today than ever.*

*The first time I ordered clothing, I couldn't wait to get my new T-shirts with the company logo on them. I was proud to be part of a team and let everyone know who I was working for. I bought five shirts so I would have one for every day of the week. My sister saw someone riding a motorcycle up to the ballpark one evening and said, "Who is that goofball wearing a big tree on his back?" That would be me! I have carried that pride in professionalism with me, and when I arrived in Des Moines, I worked to ensure our employees had what they needed to continue representing our company well. Once, during a conference where the entertainment was a comedian, he quickly labeled our employees in the audience "the bowling team" because of our matching shirts! Our employees continue to be the best dressed, most professional group in the industry.*

*So where did the 30 years go? When they say "time flies when you're having fun," I guess I know what they're talking about.*

*2013 will mark the 80th year for Wright Tree Service. As I think about the changes that have occurred in my 30 years, I can't help but think about all the changes that occurred in the 50 years before that. But through that change, our values have remained the same, and that's because of the kind of people who make up this organization. Employees of Wright Tree Service have always put forth great effort and dedication because we feel like it is our company. From General Foremen to payroll specialists, I hear phrases like "my guys ... my equipment ... my company." We all take ownership and feel like we can make a difference on a day to day basis. Our company has a great foundation. This is very rare in today's world, and one of my goals is to help Wright Tree Service retain those values for the next 80 years.*

Will Nutter, President & COO

Recycled wood chips from Wright Tree Service's operations serve as filter material in Sustainable Environmental Consultants' erosion control soxx. ▼



## HOME OFFICE

### Wright Tree Service Announces Joint Venture with Sustainable Environmental Consultants

Just before the annual awards banquet in March, Wright Tree Service finalized a new joint venture with Sustainable Environmental Consultants, an environmental consulting firm based in Kansas.



The joint venture stemmed from needs of both companies. For years, Wright Tree Service has struggled to find viable disposal options for the wood biomass left from its operations, as it far exceeds the demand for landscaping and playground mulch. Sustainable Environmental Consultants needed a local source of wood biomass for their erosion control product. The recycling of wood chips into "soxx" created the perfect partnership.

The new joint venture provides an array of commercial environmental products, including Filtrexx® SiltSoxx™ and Garden-Soxx™. Sustainable Environmental Consultants is the only certified Filtrexx® manufacturer in Kansas

◀ Instead of the usual green, SEC installed pink SiltSoxx™ at a job site in October in honor of breast cancer awareness.

and Iowa. In addition, the company offers compost, grass seed, turf management and consulting services.

Sustainable Environmental Consultants assists the agriculture, construction and landscaping industries, as well as engineering firms, utilities and other energy organizations to develop environmentally conscious practices that result in carbon footprint reduction, LEED certification, and more.

"This market is untapped, and the sustainability movement and its practices will only continue to grow," said Scott Packard, chairman and CEO of Wright Service Corp. "Sustainable Environmental Consultants has unlimited potential, and we're very fortunate to have entered into this partnership with them."

## Hurricane Sandy

More than 80 Wright Tree Service crews were sent to the East Coast to respond to Hurricane Sandy this fall. Crews traveled from Illinois, Indiana, Michigan, Missouri, and Texas to clear trees and other vegetation so utilities could restore power to the more than 8 million people without it. Look for a full story about Hurricane Sandy storm response in the spring newsletter. We are keeping our crews and those affected by the storm in our thoughts and hoping for a safe and speedy restoration of power.

### Terra Spectrum Technologies Partners with Surveylab to Bring ikeGPS to the Vegetation Management Market

Terra Spectrum Technologies, Wright Tree Service's sister company, recently partnered with a New Zealand-based company called Surveylab to provide a new and exciting device to the utility vegetation management and other related industries. The ikeGPS integrates four features in a single handheld device: a laser range finder, digital camera, GPS and 3D digital compass.

Surveylab began from the idea of a New Zealand engineer surveying radio sites in Kenya, and it has grown into a company that delivers handheld geospatial solutions across the globe. Now, ikeGPS is used by energy companies, city councils, police, and any company with assets that need to be mapped, tracked or monitored.

The ikeGPS has the potential to transform field data capture for the utility vegetation management industry. Workplanners can use the ikeGPS to measure tree height, crown width and diameter, plus clearance between any two objects, like tree branches and power lines. As a standalone device or bundled with Terra Spectrum Technologies' VMSuite software, the ikeGPS provides a unique, cost-effective method for locating, planning and documenting vegetation management work.

The device received a lot of attention in July at the International Society of Arboriculture Annual Conference and Tradeshow, and Wright Tree Service's other sister company, CN Utility Consulting, has put it to use on inventory work already.



"Partnering with ikeGPS is a logical step in helping our customers strengthen their vegetation management programs through increased productivity and improved compliance," said Scott Packard, Chairman and CEO of Wright Service Corp. "A single device that can provide users with location, data capture and more is very unique in the marketplace."





Scott Packard accepts an outstanding corporate sponsor award from Richard Rue (right) and poses with Lt. Governor Reynolds, Governor Branstad, other corporate sponsor recipients and servicemen and servicewomen (above) who were in attendance at the Employer Support of The Guard and Reserve 40th anniversary ceremony at the Iowa State Capitol. ►

## Supporting the Servicemen and Servicewomen

On their 40th anniversary this summer, Employer Support of The Guard and Reserve recognized Wright Service Corp. as an outstanding corporate sponsor of their organization. The ceremony was held at the Iowa State Capitol, and Wright Service Corp. was one of three companies in the state selected for the honor. As a corporate sponsor, Wright Service Corp. proudly commits to continually recognize, honor and enforce the Uniformed Services Employment Act and to support service members and their families in peace and in war.

## Stamp of Approval

Mya Radel, wife of Minnkota Division Foreman Joel Radel, who is a graphic designer at an advertising agency, wrote in to say that she loves the design of our newsletter. "It has a really nice layout and is easy to read. I comment to my husband all the time how much I like it." Thanks, Mya! Your expert compliment means a lot!

## CENTRAL DIVISION

### As Courteous As Can Be

A MidAmerican Energy customer from Hull, Iowa, called in to give a glowing review of Foreman Robert Werner and Groundman Alberto Rojas, who pruned a tree on her property. "The two men did a fabulous job and were as courteous as can be. They trimmed my tree so well, cleaned up the mess, raked my yard and even offered to sweep my sidewalk before they left. I just want to let you know they did a beautiful job and they were wonderful guys to work with. Thank you!" Both Werner and Rojas report to General Foreman Ever Acosta.

### A Job Well Done

An Omaha, Neb., resident wrote in to offer our crews "a job well done" for their work on her property. She was able to watch the crews while gardening and said they went about their business in a very professional manner. "I just want to say how kind they were to me," he said. "They worked very hard and



seemed to be doing their job very fast and efficiently. I was very impressed with how they acknowledged my existence by greeting me and engaging in a conversation about what they were doing. It is such a pleasure to see young men offer such great customer service and work so hard at the job they do. You should be proud of the job your company provides. Thank you very much!" The crew consisted of Workplanner Mike Parker, Foreman Gustavo Carmona, and Trimmers Adan Mejia Lopez, Louis Hernandez and Jeffrey Pintore. All men report to General Foreman William McDowall.

## CENTRAL DIVISION

## Scout's Honor

General Foreman Travis Platt's Foreman Hector Linares and Trimmer Brennon Steele received a thank you letter from a Boy Scout in Troop 193 in Topeka, Kan., for helping remove a pile of tree limbs and other debris for his Eagle Scout project. "Thank you for donating your time and equipment to help me earn my Eagle Scout," he said.

## HOME OFFICE

## Field Experience

Home office employees headed out to observe and learn about our work in the field while Foreman Tom Patton's crews were working near the West Des Moines office this summer. The General Foreman for Tom's crews is Lucas Loftin.

(Left to right) Controller Jon Hicks, Senior Accountant Wendy Eckhart, Payroll and Billing Assistant Supervisor Erin Schweers, Payroll and Billing Assistant Supervisor Jessica King, Vice President of Administration Julie Chapman, Accounts Payable Coordinator Amy Thompson and HR & Risk Manager Rocky Palmer, Tom Patton







## SOUTHEAST DIVISION

## THREE'S COMPANY

An employee of EPB snapped a photo of three Wright Tree Service employees who were hard at work pruning a large tree on a residential property. The hardworking men are Foremen Krechun Jackson and Josh Johnson, and General Foreman Aaron Swallow.

## NORTH DIVISION

## Heroic Act

In our spring newsletter, we shared a story about how General Foreman Cesar Bustos, Foreman Eduardo de Leon, and Trimmers Michael Holder and Theodore Herrington noticed a customer nearby about to grab an electric service line. The men jumped into action to stop him and explain the danger. The Ameren Missouri Safety Recognition Committee awarded Bustos, Holder and Herrington the Ameren Safety Recognition Award for this exceptional safety performance, for going above and beyond the call of duty.

## MOUNTAIN STATES DIVISION

## Before and After

General Foreman Glen Crabtree sent in these photos of a tree pruning job that his crew completed at the Black Hills Power general office building in Rapid City, S.D. The crew was hired to remove dead limbs and lift the lower branches of two trees to improve their appearance. What a difference! Crew members under Crabtree who worked on this job include Foremen Jeremiah Wildeboer and Dale Silbernagel, and Trimmers Les Lyle and Paul Stabile.



BEFORE



AFTER

## NORTH DIVISION

## Crews Head to Summer Camp

General Foreman Nick Ditta, Foremen Chris Barnes and Dan Negangard, and Journeymen Robert Kinsey and John

Kinsey were complimented on their "fine tree work" done inside Camp Drake, an 80-year-old Boy Scout camp in Fairmount, Ill. The crew even received a patch of approval from the camp director for all their hard work!



A patch of approval.

## An Asset to the Company

An Ameren Illinois customer from Hoopeston, Ill., wrote in to give a great review of General Foreman Jake Lewis. "I am very pleased with his work. I found Jake to be very professional, knowledgeable and efficient. He is an asset to your company." Thanks for all your hard work, Jake!

## True Professionals

"Ron Horn and the bucket truck crew under his direction performed their jobs admirably and in every way handled themselves as true professionals,"

said a customer from Champaign, Ill. "He took the time to explain to us just what had to be done. He explained the guidelines to us in a way that we could easily understand. Ron Horn is a credit to your company." General Foreman Horn's crew consisted of Foreman Robert Bowers and Trimmer Schuyler Drewes.

## MOUNTAIN STATES DIVISION

## A Family Business

An Xcel Energy customer from Littleton, Colo., called in to let us know our crew did an awesome job on his property. The crew working on the property was the father-son team of Foreman Mario Carmona and Trimmer Daniel Leal. These two prove our family-founded values can really work!

## SOUTHEAST DIVISION

## Impressive Work

EPB customers from Harrison, Tenn., wrote in to compliment and thank one of General Foreman Aaron Swallow's crews for work done on their property. The customers were very pleased,

impressed with the quality of work, and said they did a great job. "We salute your efforts," they said. Another resident on EPB property called in to let us know how great and courteous the crews were and what a good job they did. Deserving of both compliments are Foreman Chris Thompson, Trimmer Chris Pence and Groundman David Boone.

### Salute!

"They did a wonderful job," said a resident in Chattanooga, Tenn., who called in to EPB to thank our crews. Foreman Josh Johnson, Trimmer Chris Deforest and Groundman Albert Carmon are the crew members deserving of the praise. The crew was led by General Foreman Aaron Swallow. EPB passed along the compliment and said, "We appreciate Josh's dedication in upholding a high standard for his crew's work. Salute!"

### Taking the Time

Foreman Shane Mitchell and Trimmer Dewayne Brown received a radiant review from a resident who had tree work done on her property in Munford, Ala. "These gentlemen did the best job I've ever seen. I've never had anyone take so much time in their work. They did a really good job, and I do appreciate it. Thank you!" Mitchell and Brown were led by General Foreman Steven Gilliam.

### Dedicated and Professional

An employee at EPB wrote to pass along a note from a resident. "We appreciate your dedication and professional approach to providing excellent customer service," the employee said. "Keep up the good work!" The resident, from East Ridge, Tenn., said that he was impressed with the crew's work and that they did a great job. Crew members included Foreman Bryant Stanfield, Trimmer Chris McKibbens and Groundman William Ingram.

### Nice People

An Alabama Power customer in Warrior, Ala., called in to say what a wonderful job our crews did at her home. "They were so nice, did a magnificent job in the burning hot weather ... just nice people ... cleaned up and did an excellent job." Great job to the hard working crews!

## PACIFIC DIVISION

### A Big Move

After Benny Forsythe's promotion to Project Manager, he moved from Oregon to California. He told Payroll and Billing Specialist Nicole Kelly that he was going where the redwoods are, and this photo he sent in proves just that! ►

## DIVISION 45

### Awesome Job

A Consumers Energy customer from Owosso, Mich., wrote in to thank the crew who worked on her property. "They did an awesome job and were very nice and quick to answer any concerns I had," she said. "They picked up every single little branch and left it as it was before they arrived. They trimmed only as much as was necessary, and I could not be more pleased." Foremen Vickie Lacker and Zach Thiel and Trimmers Ernest Mack and Curtis Leitch under the direction of General Foreman Ken Carman are the crew members responsible for this job.

### Raving Reviews

A resident from LaGrange, Ky., called in to LG&E to extend praise to our crews for their good work. LG&E sent the compliment to us, saying, "He was ranting and raving about how great a job Luis, Marshall and Raffie did. He said

that they were very efficient with their time and worked hard and smart." Crew members deserving of the praise include Foreman Luis Cotto and Trimmers Marshall Yocum and Rafael Pena. The crew reports to General Foreman Wesley Williams.



### Respectful

A Jackson, Mich., Consumers Energy customer sent a wonderful letter, wishing to commend our "excellent employees" who worked on her property. "Everyone that I had contact with was courteous, respectful of my concerns and did an excellent job. They were respectful of my lawn, and after each trimming, they raked the area. After the chipping was done, they even swept up my driveway!" The crew consisted of Foremen Dan Richardson and Tyler Simmons, Trimmers Bill Partridge, William Woodmansee and Ethan Cheeseman, and Groundman Ladd Love. These gentlemen were under the direction of General Foreman Keith Jackson.

### A Pat on the Back

An LG&E customer wrote in to say that the crew that came to her home was so nice and deserves a

big "pat on the back." Great job to General Foreman Tim Briggs and his crew, Foreman Randall Dogger and Trimmer John Deason.

### Good Job By All

A Louisville, Ky., LG&E customer wrote in to say thank you for the courtesy shown to him and the work performed by General Foreman Wesley Williams' crews. "The crew did the work with care, skill and knowledge. They completed all the work that was laid out. They placed the logs where I suggested and cleaned up the work areas better than I expected. I say good job by all." Congratulations to Foremen Elmer Herrera, Angel Rivera and Luis Cotto, and Trimmers Marshall Yocum, Nicolas Correno, Edwin Fiallos, Ismael Saucedo, Cesar Garcia, Mynor Osario, Rafael Pena and Francisco Carrazco.

### Outstanding

An Indianapolis Power and Light employee complimented the work that was done on a storm outage on their property under the direction of General Foreman Ben Harper. The employee said, "They did an excellent job, their appearance was very clean cut and professional, and they did everything I asked." He wanted to pass on that it was a real pleasure working with them and they did an outstanding job. The crew members deserving of this praise are Foreman Rigo Guzman and Trimmer Fermin Solis.

### Like The Marines

A Consumers Energy customer from Jackson, Mich., sent a rave review to General Foreman Keith Jackson and his crews, Foremen Dan Richardson and Jeremy Wallace, and Trimmers William Woodmansee and Dale West. "I was impressed by the efficient, careful and safe manner in which they operated. My wife even commented that they appeared to be well-organized and thoroughly trained, like the Marines!"



## SOUTHWEST DIVISION

## Tremendous Work

An employee of Empire District Electric Company wrote in to express thanks for storm work that was done on their properties in Quapaw, Okla., and Baxter Springs, Kan. "I wanted to express my appreciation of everyone's help this weekend. I appreciate your dedication such that just a quick call is all that is required for you to respond," he said. "I saw a lot of people that were tired but were still working to get the next customer restored. Please express my appreciation to all your men for their tremendous work," he said. Three General Foremen and two Acting General Foremen had crews working this storm, including General Foremen William Cline, Larry Bryant and Gregory Dejager, and Acting General Foremen Brent Colville and Lucas Clifford. Under the General Foreman were Foremen Ed Briley, Mark Sellenberger, Justin Ebbinghaus, Buddy Lichlyter, David Snyder, Randall Dejager, Jeffery Cantwell, Ed Briley, Brian Walker, Leroy Bridges and Rowdy Shellenberger; Acting Foremen Willie Ziemianin and James Maynard; and Trimmers Bryan Faidley, Kelly Walker, Charles Sullivan, Bobby Henry, Steve Stockton, Joshawa Arnold, Keith Standlee, Tony Flory, Jordan Harrison, Kevin Colville, Frank Saunders, Brat Robertson, Nathan Standlee and Jack Hill. This big crew deserves a huge round of applause for their tremendous work!

## Impressive

General Foreman Cesar Santos and his crew did an impressive job on LG&E property according to some residents. "The crew did a very professional job removing my neighbor's tree," one resident

said. He was especially impressed with how they were able to rope big limbs over his house and not cause any damage. He went on to say that the crew was very polite and hard working. The crew consisted of Foreman Jose Jaime and Trimmers Cristobal Hernandez, Eliazar Torrez and Eric Fonseca.

## Kudos Again!

"It was at our house a couple of years ago when a big limb came down on the electrical wires, pulling the transformer off the pole, when your folks were here from dawn until dusk getting it back together, installing a new pole," wrote a customer whose property a Wright Tree Service crew recently returned to. "They all did a superb job again, were very careful of all my plants, and were very courteous and professional," she said. Kudos go to Foreman Robert Werner and Trimmer Alfredo Gonzales, under the direction of General Foreman Anel Rivera.

## Many Thanks

"Many thanks to the crew from Wright Tree Service," wrote a LG&E customer in Wilmore, Ky., who wanted to tell our crews what a nice job they did on a giant locust on his property. "They dropped it all safely and neatly, which was not easy, I'm sure, in the tricky close space they had between the fence and the gazebo. When they return for the maple, I'm sure they will be equally professional." The customer said that he and his wife appreciated the crew's kind help. Foreman Robert Werner and Trimmer Alfredo Godinez under the direction of General Foreman Anel Rivera deserve the applause for this review.

## A Considerate Crew

A Lexington, Ky., customer wrote in to compliment General Foreman Anel Rivera and his crew, consisting of Foreman Luis Cano and Trimmers Erik Lebron, Dorian Landeros and Johnny Madden. The

crew was praised for their careful consideration of the customer's property. "I wanted to compliment Luis' crew on respecting my new sod in the backyard. John Madden told me he would keep an eye on it and let the guys know to watch out for it, and he did a great job. He was very respectful and deserves the praise."

## SOUTHWEST DIVISION

## Safety First

"I'd like to pass along a thank you and a job well done," said a resident in Springfield, Mo., who took some time out of his day and parked in a nearby lot to watch our crews work. "They obviously had a 'safety first' mindset, both in dealing with traffic and the job at hand. There were two other teams working in the area as well and, in passing, it appeared as though they had the exact same work ethic. Job well done!" Under the lead of General Foreman Jeremy Shrub, Foremen Dustin Hall and Garan Donaldson and Trimmers Jonathan Neal and Matthew Stevens are the crew members worthy of this compliment.

## Appreciation

Foremen Kenneth Bridges, Michael Bridges and William Ziemianin got creative to show how much they appreciate their General Foreman Curt Cline! ▼



## Sound Judgment

A resident from Marietta, Okla., on Red River Valley Cooperative property wrote in to express her

warm thanks in performing the much needed task of pruning her trees. "As a nurse, I was concerned with safety issues. I found their practices to be safe and of good, sound judgment when working around the lines and managing the limbs falling on the property. All clean-up was done in a fast and speedy manner," she said. Foreman Gary Clayborn and Trimmer Terry Bean, who report to General Foreman Scott Odgen, were the crew members on this job.

## Congratulations

A customer on Empire District Electric Company property called in to thank the crews who worked at his house. He said they did a wonderful job and were hard workers. The customer said he and his neighbor had a lot of questions, and the crews very politely answered them all. He said, "Communication between the crews and Empire District was fantastic, and I was very impressed with the crews' knowledge and professionalism." A big congratulations goes out to Foremen Rowdy Shellenberger and Leroy Bridges and Trimmers Brian Faidley and Brat Robertson, who report to General Foreman Curt Cline.

## LONE STAR DIVISION

## Very Professional

A customer on Oncor property wrote in to tell us about what he saw in a Waco, Texas, neighborhood. He observed the crews working hard and being very professional, saying the trimmers hardly left any remains on the property and took extra care to make sure fences were not damaged during the work. The crews consisted of Foremen Baldomera Carrillo, Ramon Huerta, Efrain Rodriguez, Jose Saldivar and Juan Hercules; Trimmers Julio Sanchez, Hector



Mendez, Juan Melendez, Rafael Reyes, Pedro Lainez, Rene Perez, Nestor Rubio, Mario Salmeron, Alonso Salmeron and Omar Ayala; and Groundmen Fernando Saldivar, Miguel Rivas, Manuel Ventura and Catalino Molina. The General Foremen for this job were Benito Huerta and Gustavo Rodriguez.

### Personable Crew

A customer in Arlington, Texas, wrote in to say Wright Tree Service had an outstanding crew working in his neighborhood. "They were personable and cleaned up their mess while taking great care not to damage plants on our pond. Thank you." General Foreman Billy Jackson led Foreman Jeremiah Jackson and Trimmers Jerad Ramirez, Edmundo Garcia and Aaron Holub on this job. Great work!

### Outstanding Service

General Foreman Jorge Lopez, Foreman Hugo Rios, and Trimmers Jesus Hernandez, Jovanny Gomez and Juan Vazquez received a great compliment from a customer in Hutto, Texas. "A job well done by your company. Outstanding service in very hot weather!"

### A Thumbs Up

An Oncor customer in Dallas, Texas, called in to make sure Project Manager Milton Ventura, General Foreman Rudis Ventura and their crew members got a "thumbs up" from her. "They were so kind and helpful," she said. She explained that during the time of the pruning, Milton remained professional and patient, and she was so grateful and pleased with how everything came out. Great work, Milton and Rudis; Foremen David Salmeron, David Alvarez and Jose Luna; Trimmers Rommel Ventura, Jose A. Fuentes, Jose Mejia, Inmer Sorto, Eleazar Gonzalez, Oscar Ventura, Marvin Valladares, Bernardo Pulgarin and Jose Mariano; and Groundman Manuel E. Garcia.

### High Compliments

General Foreman Rudis Ventura was given high compliments on Oncor property in Texas. The customer wrote in to say he was very patient, explained everything in a professional manner, and answered her phone calls and requests very promptly. Great customer service, Rudis!

### Impressive Work

A customer from Irving, Texas, called in and wanted to pass along her appreciation for a job well done. "I was very impressed with the tree crew and how the entire situation was handled," she said. Great job to Foreman Raul Rivera and Trimmers Pedro Fuentes, Christian Garcia and Daniel Garcia. This crew was under the direction of General Foreman Jose Hernandez.

### A '10' Rating

A compliment was sent in for a crew who pruned trees at a house in Killeen, Texas. The customer was adamant that his email get back to our crews. "The crews were very nice and polite," he said. "They raked the yard, picked up every twig on the ground and used blowers on the curbs." He said they did better than good and that they really knew their business. He even said that he would give them a "10" rating! "I am a very hard person to please, so make sure the crews know how appreciative I am." The General Foreman leading this crew was Benito Sanchez. Sanchez's crew members were Trimmers Frank Rodriguez, Alexander Ruiz and Jose Sandoval.

## MINNKOTA DIVISION

### Excellence

A customer on Rochester Public Utility property wrote in to say that General Foreman Jeff Harris,

Foreman Jess Paulson and Trimmer John Fiek did an excellent job pruning trees on her property. Keep up the great work, guys!

### Wonderful Job

A customer in Rochester, Minn., called in to say that a crew was out at her home removing vines from her overhead wires, and she wanted to let them know that they were doing a wonderful job. The crew, consisting of Foreman Jess Paulson and Trimmer John Fiek, reports to General Foreman Jeff Harris.

### A Great Removal

An Oakdale Electric customer wrote to say that two crew members did a great job removing the oaks near a transformer pole on her property. Foreman Tyrone Krueger and Trimmer Chase Krueger under the direction of General Foreman Wayne Fancher are the individuals deserving of this compliment.

### A Great Finished Product

"They showed up quickly and did a fantastic job trimming out a willow and several other trees. I don't foresee trees giving us a problem anytime soon in the areas I asked them to trim. Thanks. I like the finished product," wrote an Xcel Energy customer. The three crews were under General Foreman Jim Engelke and include Foremen Arnulfo Flores, Brian King, Mark Fournier and Rafael Cerrato and Trimmer Paul Hillebrandt.

### Volunteerism

General Foremen James Bock and Will Stauff volunteered to clean up trees at Pewaukee Village Park in Pewaukee, Wis., to prepare the park for the 2012 Wisconsin Arborist Association Tree Climbing Competition that took place in July. Wright Tree Service donated equipment for the day, and Bock and Stauff trimmed trees in the park to make them safe for the competition and spectators.

## MINNKOTA DIVISION

# Efficient Work

A Woodbury, Minn., resident wrote in to thank General Foreman Ira Signalness' crews for their work on his property. "I just wanted to take a quick moment to thank your crew for the great job they did trimming my trees under the power lines. I treat that area under the lines as part of my yard, so it's manicured like the rest of my property. Your crew was extremely careful when using their equipment on the grass. Had I not seen them, I'm not sure I would have known they were there. They were very attentive to my request to use caution. Please let them know how much I appreciate them and their willingness to care for my lawn as much as I do. Thanks again!" The crew members who deserve the praise are Foreman Nick Buchholz and Trimmers Erik Terwey, Andrew Lindstrom and Ron Anderson Jr.

## In Memorial

# Jose Antonio Umanzor



Wright Tree Service sends our deepest sympathies to the family of our late Lone Star

Division Trimmer Jose Antonio Umanzor, 44, who passed away on Monday, October 22 at East Texas Medical Center in Crockett, Texas. Jose was born in El Salvador on July 11, 1968 and lived in Palestine, Texas for many years.



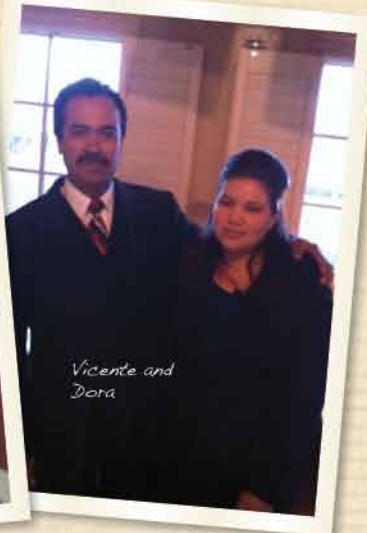
## Wedding Bells

### HR/Risk Coordinator

**Jessica Crowell** and her husband Austin were married July 14, 2012 at the Candle Lit Way Wedding Chapel in Dallas Center, Iowa. Jessica is the daughter of Wright Tree Service VP of Division Operations Wade Myers. Congratulations!

### Congratulations to Mountain States Division Foreman

**Vicente Robles** and his wife Dora, who were married March 20, 2012.



## To Grandmother's House We Go!

### Nancy Jacobson, HR & Risk Records Data Entry,

welcomed grandchildren Ryan and Avery Pero, ages 10 and 6, of Allen, Texas, and McKenna and Preston Hall, ages 3 and 1, of Phoenix, Ariz., to Iowa for a two-week visit during the month of August. ►



## Sage Award ►

### Johnny Danos,

a director on the Wright Service Corp. Board of Directors, was awarded a *dsm Magazine* 2012 Sages Over 70 Award for his dedication to mentoring others and his longtime community leadership, talents and contributions, which have made a profound and positive impact on greater Des Moines. Congratulations, Johnny!

*Photo courtesy of Business Record*



## Called to Duty

### ► Minnkota Division General Foreman Glen Crabtree's

daughter, First Lieutenant Elizabeth Crabtree, was recently deployed to Afghanistan. Lt. Crabtree is a social worker with the U.S. Army Medical Department, Army Behavioral Health. Thank you for your service!

# Meals from the Heartland

Several people in the home office lent a helping hand to Meals from the Heartland, an organization of volunteers who package meals for starving people around the world. Rivalry between our two teams sparked some competition for who could fill the most boxes with meals. With one team filling 30 boxes and the other 28, it was a close race! In just four days, volunteers across Iowa prepared and packaged more than 5.1 million meals!

Back row: Stephanie Burkman, Jeff Kirby, Micah Satren, Travis Yordi, Wade Myers, Jessica Crowell Middle row: Mary Scarcello (KtMarie's mother), KtMarie Scarcello, Lucas Loftin, Steve Pietzyk, Bonnie Strom, Terry McGonegle Front row: Sara Wesselmann, Karen Widen, Brescia Berg, Daniel (KtMarie's brother), Cyndi Pannkuk, Cindi Cummings, Kelly Pettijohn ►



## Saying Goodbye

### Foreman and Job Planner

**Josh Wildeboer** said a bittersweet goodbye to Wright Tree Service on his last day with the company on July 26, 2012. "Life is taking me elsewhere, but my heart goes out to my former supervisor and coworkers. It has been an honor and privilege to work with all of you – a great group of arborists – the Wright family!" Wildeboer reported to General Foreman Glen Crabtree of the Mountain States Division. ▼





# Babies!

Wright Tree Service sister company **Terra Spectrum Technologies Product Manager Travis Yordi** and his wife Lindsey welcomed a baby girl, **Quinn Marie**, at noon on June 7, 2012. "She is a beautiful 7 pounds and 19 inches long, and she and Lindsey are doing great," said Yordi.

Congratulations to **Division 45 Safety Supervisor Adam Barbee** and wife Leslie who welcomed their newest addition on June 17, 2012. "The Lord blessed Leslie and me with a healthy 8 pound 5 ounce baby boy. Both baby Andrew and Leslie are doing great," Adam said.

**North Division Trimmer Jorge Velez** and his wife Angelica welcomed their newborn baby girl **Yaresley A. Velez** on June 27, 2012.

**Minnkota Division Foreman Joel Radel** and his wife Mya welcomed a baby girl, **Taylor Lane**, on July 26, 2012. Taylor was 9 pounds 11 ounces and 23 inches long.

**Minnkota Division Manager Nick Fox** and his wife Pam welcomed baby **Micah** into the world on August 24, 2012.



Tanner Joseph Heinz was born September 7, 2012 at 9 pounds 10 ounces and 20 inches long. Tanner is already prepared to carry on the family tradition; he is the son of **Minnkota Division Foreman Troy Heinz** and grandson of **North Division Manager Phil Heinz**. ▲

**Southwest Division Safety Supervisor Chad Berlin** and his wife, Southwest Division Office Administrator Aspen Herring, welcomed a grandchild on September 12, 2012. Their daughter Kandice gave birth to 5 pound, 19.5 inch Carter Anthony-Todd Leach.



## A Christening

▲ **Central Division Foreman Cesar Bedolla** sent in this photo of his daughter's christening in Topeka, Kan., on July 28, 2012, with her sponsors Guillermo Ramos and Leticia Aleman from Monterrey Nuevo Leon, Mexico.

# Independence Day Parade

Employees from the home office and field gathered for the annual Independence Day parade that took place in West Des Moines on July 3. The old Wright Tree Service chipper rigged to toss candy was put to work once again, keeping those who gathered to watch the parade happy and entertained.

Regional Manager Jerry Black was working the chipper while his children, Grace and Sam, and wife, Sharepoint Content Administrator Sally Black, posed for a photo during the parade! ►

◀ (Left to right) General Foreman Glen Crabtree, Trimmer Ben Beebe, Foreman Dale Silbernagel, Trimmer Les Lyle, Trimmer Salomon Garrison, Foreman Jeremy McBride, Foreman Jeremiah Wildeboer, Trimmer Tanton Rozencranz and Josh.







**Wright Tree Service**  
PO Box 1718  
Des Moines Iowa 50306

## John Wright Memorial Scholarship

**Applications for the 2013 John Wright Memorial Scholarship will be available online February 15, 2013.** Established in 2008, this \$2,000 scholarship is available to new or returning undergraduate students who plan to join the arboriculture industry after graduation. The deadline for applications is May 15, 2013. For more information on this scholarship, visit [www.treefund.org/scholarships](http://www.treefund.org/scholarships).

## Race for the Cure

The home office Wellness Committee put on "Rock for the Cure," a Susan G. Komen Foundation benefit for breast cancer research. At the fundraiser, Contract Administrator Kelly Pettijohn's handcrafted quilt was raffled off and T-shirts were sold. Home office employees also participated in "office pinking," paying \$5 to have someone's office or cubicle decorated completely pink.

Combined fundraising efforts equaled more than \$1,000!



### FAMILY CLIPPINGS

◀ Wellness Committee member KtMarie Scarcello poses with Steve Pietzyk after his office was 'pinked.'



## Bunch of Characters

Home office employees got into character for the annual Halloween costume contest.

**Karen Widen**, with back to back wins, took first place with her legendary devil costume!



▲ A group from the home office and a few sister company employees also ran in the Race for the Cure on Saturday, October 27. Cindi Cummings, Jen Reinier, Lauri Hast, Jessica Myers, Wendy Eckhart, KtMarie Scarcello, Nina Cohn, Will Porter, Kristen Hansen, Steve Pietzyk, Bill Rapp, Wade Myers, and many of their family members were among the thousands of Des Moines area participants.

### We want to hear from you!

If you have news to share, please send your name, title, division, story and digital photo by e-mail to: [news@wrighttree.com](mailto:news@wrighttree.com) or by mail to: WTS Newsletter, PO Box 1718, Des Moines IA, 50306.

Our Family Tree is published each spring and fall.

▲ Back: Alan Mace, Kevin Fitzpatrick, Sally Black, Jessica Crowell, Stephanie Burkman, Deanna Schulze, Crystal Ruth, Nancy Jacobson, Karen Widen, Rocky Palmer, Becky Jordan, Pam Cherry, Sarah Streeter, Ferry Mamesah, Brianna Valentine  
Front: Sara Wesselmann, BobbiJo Davis, Brescia Berg, Donna White, Cyndi Pannkuk, Kristy Reynolds, Kelley Brady